Receptionist Position

REQUIREMENTS:
- High School Diploma (or GED)
- Basic computer skills: Microsoft word, email

DUTIES:
- Providing out clients with excellent customer service.
- Entering client and patient information into computer
- Checking patients in and out for appointments, surgeries, boarding, etc.
- Collecting and entering payments
- Balancing the drawer, creating deposits, and processing end of day
- Going to the bank when needed for deposits or change
- Preparing coupons, city licenses, and other forms for submission
- Answering phones and scheduling appointments
- Generating and sending patient reminders via email and postal mail
- Calling clients for progress reports, reminders, and appointment confirmation
- <u>Educating clients</u> on their pets' health care needs
- General hospital cleaning and maintaining the appearance of the front
- Assisting other employees as needed
- Attending weekly staff meetings (will be tested on various topics presented.)
- Holiday care of boarders rotated between entire staff.
- Other duties as assigned

HOURS/COMPENSATION/BENEFITS:
- 40 hours a week, Monday – Friday between 7:20am-6:30 pm, alternating Sat 7:20-1:00 pm (Holiday kennel duty on rotating schedule with other staff)
- Pay - $9-11 per hour based on education, experience, and references
- Following 90 day introductory period:
  - 50% of Health Care premium when participating in hospital's group policy
  - 20% off veterinary care for your own pets at our hospital
  - Additional Veterinary Care Credits earned monthly for pet care at our hospital
  - PT O accrued at a rate of 0.025 hr/hr worked up to a maximum of 80 hours of PTO
  - Paid Holidays
  - Uniforms Provided

APPLICATION:
- Application available on employment page or at the hospital. Deliver in person when reasonable.
- Resumes requested in addition to completing the hospital application.
- If you need assistance, please contact us at employment@rockbridgeanimal.com
- Our patients are important to use, so we ask that you not interrupt their care with calls.